

City of Chattanooga, TN
Personnel Class Specification

CLASS CODE 0896

FLSA: Non-Exempt

CLASSIFICATION TITLE: ANIMAL SERVICES OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide essential animal services to city residents, to include responding to animal complaints, investigating animal bites or vicious animal complaints, capturing/transporting animals, protecting animals, providing public safety, enforcing applicable laws/ordinances, issuing warnings/citations, and providing educational and safety programs.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Enforces the provisions of all applicable codes, ordinances, laws, and regulation pertaining to animal licensing, animal cruelty, animals at large, animal impoundment, emergency response, animal rescues, and other animal services issues; issues warnings and/or citations; initiates any actions necessary to correct deviations or violations.

Maintains visibility by patrolling assigned areas to locate and pick up stray animals; assists animals in problem situations; transports animals to animal shelter, veterinarian offices, or other locations.

Responds to dispatched and/or assigned calls concerning various animal issues, such as animal bites, potential animal abuse, animals in distress, stray/nuisance animals, wild/dangerous animals, injured animals, loose livestock, animal behavior problems, or animal control laws; provides information and assistance; mediates disputes concerning neighborhood animal issues.

Investigates complaints of animal cruelty; interviews and obtains statements from witnesses, suspects and confidential informants; identifies, documents, and processes various components of crime scenes; gathers, prepares, and submits evidence to crime laboratory; makes photographs, videotapes, and maps of crime scenes; determines probable cause to search areas to prevent or resolve complaints; documents case information; assists with prosecution of offenders; appears in court to present evidence and testimony.

Captures domestic animals, vicious animals, or wild animals per policy and ordinances; sets animal traps; removes animals by loading into vehicle cages.

Handles different species of animals, restraining as appropriate; handles frightened, fractious, and injured animals; checks animals for illness or signs of rabies; quarantines exposed animals; identifies common breeds of animals and determines their sex.

Provides information and education to the public concerning humane methods to correct animal behavior problems or other animal services issues.

Communicates with supervisory personnel for critical incident communications; responds to requests for assistance from police, fire, or other service agencies; cooperates with federal, state, and local law enforcement agencies as directed; communicates effectively over law enforcement radio channels.

Responds to night time emergency calls on a rotating on-call basis; assists fellow officers as requested and/or necessary.

Recommends by providing documentation for action to be taken concerning, but not limited to, hearings concerning animal permits, dangerous animals, or related situations.

Operates various machinery, equipment, and tools associated with animal control activities, which may include an animal transport vehicle, animal restraint equipment, chemical immobilization equipment, live capture traps, animal stretcher, catch poles, nets, chemical capture gun, probe thermometer, power tools, mechanical tools, camera, videocamera, office equipment, and radio communications equipment.

Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.

Performs general/preventive maintenance tasks necessary to keep vehicles, equipment and tools in operable condition, which may include inspecting equipment, refueling vehicles, checking/replacing fluids, checking tires, greasing equipment, washing/cleaning equipment, or cleaning shop/work areas; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

Monitors inventory of assigned supplies and equipment; initiates requests for new/replacement materials.

Maintains records of daily activities, vehicle usage, quarantine records, and other work activities; maintains current field and code manuals, policies/procedures, employee handbooks, maps, and related material for reference and/or review.

Prepares or completes various forms, reports, correspondence, logs, warning notices, citations, complaint forms, quarantine reports, accident/bite reports, evidence reports, or other documents.

Receives various forms, reports, correspondence, logs, complaint forms, quarantine reports, laboratory reports, investigation reports, charts, policies, procedures, codes, ordinances, maps, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Receives moneys in payment of license fees, permits, animal services, or other related fees/services; maintains records of financial transactions and processes/forwards revenues as appropriate.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, computer aided dispatch, or other software programs.

Responds to questions, complaints, and requests for information by telephone and in person; researches complaints and initiates problem resolution.

Communicates with supervisor, employees, other departments, animal owners, dispatchers, attorneys, court personnel, law enforcement personnel, public safety agencies, the public, the media, outside agencies, and other individuals as directed and/or needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains knowledge of common zoonotic diseases, animal diseases, and common solutions; maintains knowledge of basic animal behavior, humane behavioral correction, methods of animal capture/restraint/transport, and investigative techniques; reads professional literature; maintains professional affiliations; attends shift meetings, seminars, and training sessions as directed and/or approved.

Maintains medically acceptable level of pre-exposure rabies vaccine to prevent death; maintains physical ability to lift animals as needed to capture, restrain, transport, and impound animals.

ADDITIONAL FUNCTIONS

May perform special operations, investigations, and/or team activities such as media interviews, dog pack response team, vicious animal team, educational officer, licensing officer, cruelty investigation officer, field training, training officer, or other functions as assigned.

Participates as directed in interdepartmental or city activities, such as community or neighborhood watch meetings.

Performs general clerical tasks, which may include answering telephone calls, recording messages, preparing schedules, assigning vehicles, or entering data into computer.

Provides assistance or backup coverage to other employees as needed; may assist in overseeing activities of other animal service officers as assigned.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in animal control, animal handling, and/or animal behavior; supplemented by one (1) year

previous experience and/or training involving animal control and/or animal handling; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must obtain National Animal Control Level I Certification within two years of employment. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to compile, assemble, copy, record and/or transcribe data according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a variety of reference data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to heavy weights (typically 12-50 pounds, but occasionally up to 100 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, toxic agents, violence, disease, pathogenic substances, animal attacks, or animal bites.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.